



**CHFS Focus Employee Spotlight: Jennifer Jackson,  
Central State ICF-MR Art Therapist**

**Top right:** John Watts and Jennifer Jackson

**Bottom right:** Jennifer Jackson, Tommy Boone and John Watts

Jennifer Jackson's not your typical artist. She's also a therapist who helps the residents of Central State Intermediate Care Facility for People with Mental Retardation (ICF-MR) express themselves through art.



"Art therapy is another way to express yourself, and it's different from verbal communication. My father passed away when I was younger and it gave me empathy for what other people are going through," said Jackson. "This is rewarding work."



Central State ICF-MR in Louisville is run by the Department for Mental Health and Mental Retardation Services within the Cabinet and serves approximately 40 individuals with diagnoses of mental illness or mental retardation.

Art therapy is based on knowledge of human developmental and psychological theories and the belief that the creative process involved in the making of art is healing and life enhancing. More than half the residents receive art therapy treatment from Jackson, either individually or in a group setting.

"Because we serve such a wide range of individuals who may have very different diagnoses, I work very closely to meet each person's needs. I personally evaluate every individual to determine whether they are interested in art therapy and how I think it can help them," said Jackson.

Growing up in South Sioux City, Nebraska, Jackson was always an artist. It came as no surprise when she got an art scholarship to Briar Cliff University in Sioux City, Iowa.

"I went to college on art and golf scholarships," she said.

When she graduated, however, she wasn't sure what she wanted to do as a career. A mentor at the university suggested the University of Louisville's nationally

recognized master's program in art therapy. Six years ago, Jackson moved to Louisville for the program. She joined Central State ICF-MR in 2003, starting the facility's first art therapy program. A music therapy program was established at the same time.

"Since we started, there have been so many success stories. It's hard to choose just one," said Jackson.

She highlighted Tommy Boone, an artist with diagnoses of schizophrenia and mild mental retardation who has been served by facilities on the Central State campus since 1987 in various programs. In the past two years of art and music therapy, his creative work has blossomed while his behavior has moderated. He will be the subject of a one-man show at a local Starbucks in the fall, which Jackson is helping put together.

Boone's work will also be included in the June 8 "Windows of Opportunity Art Show" in the Human Resources Building lobby in Frankfort, along with that of approximately 10 of the other individuals who Jackson works with at Central State ICF-MR.

Jackson continues to produce artwork as well, usually mixed media pieces. "I'm all about the process. There are no mistakes," she said, mentioning two of her favorite artists, Jackson Pollock and Willem de Kooning. "Accidents are treasures."

Jackson and her husband live in Louisville and are expecting their first child.

**Windows of Opportunity Art Show**  
Department of Mental Health and  
Mental Retardation Services

On Wednesday, June 8, the Cabinet will host the Windows of Opportunity Art Show, an exhibit of works by residents of several state facilities run by the Department of Mental Health and Mental Retardation Services. The Art Show will run from noon to 4 p.m. in the lobby of the Human Resources Building.

On display will be paintings and vocational artwork created by the residents of various DMHMR facilities, including the Communities at Oakwood, Central State Hospital and Hazelwood Center, as well as individuals in the central Kentucky area. Several artists will attend the show and Oakwood residents will conduct vocational art demonstrations. Many pieces will be for sale.

Consumer art is just one way we can open the window into the vital programs taking place every day at DMHMR facilities. Cabinet employees will have the opportunity to see works created through art therapy and vocational classes, and the residents will have the opportunity to exhibit their work.



### CHFS Focus Program Spotlight: Long-term Care Ombudsman Program

The federal Older Americans Act requires all states to have long-term care ombudsman's programs to advocate for residents of long-term care facilities.

Kentucky's long-term care ombudsman program (LTCO) was established in 1978 and provides advocacy and information services for the nearly 36,000 residents of nursing facilities, personal care homes and family care homes in Kentucky. The LTCO program is organized within the Cabinet for Health and Family Services and is part of the Cabinet's Office of the Ombudsman.



John Sammons has been Kentucky's LTCO since 2001. Program staff members include three regional LTCOs located in Frankfort, Ashland and Greensburg, and one LTCO specialist, plus local staff who provide LTCO services through contract with CHFS. Their job is to advocate on behalf of long-term care residents, provide information about how to obtain quality long-term care, resolve problems, protect the rights of residents and promote individual dignity and self-determination.

Three years ago, with funding from fines levied against long-term care facilities, the LTCO program was able to upgrade its programs and provide full-time representation in each of the 15 Area Development Districts. In addition, the program was able to increase the number of paid staff in areas of the state with more than 2,000 long-term care beds. These measures brought all local LTCO programs into compliance with nationally recognized standards.

The LTCO program does not regulate long-term care facilities and cannot impose sanctions for non-compliance or other violations. Rather, staff of the LTCO program rely on their knowledge and experience to help resolve complaints and work with long-term care industry leaders to encourage changes and improvements in their service delivery, standards and practices.

Kentucky's LTCO handles tens of thousands of calls every year ranging from general questions about the role of the LTCO and how to select a nursing home or other long-term care facility to questions about resident rights, Medicaid and Medicare benefits and developing care plans for long-term care facility residents.

About 10,000 of the annual calls to the LTCO are complaints that also range from concerns about staff attitudes and general and specific quality of care and quality of life issues to staffing rates and reports of suspected abuse, neglect and exploitation.

Sammons said one important way the LTCO program is able to meet the needs of residents is through the use of volunteers in service delivery.

"Volunteers provide community accountability to facilities and expand the paid LTCO

ombudsman's capacity to visit multiple facilities," he said. "Volunteers can be used to make friendly visits to residents and, after becoming certified, can handle some complaints."

Anyone interested in becoming involved in improving the quality of care and life for residents of long-term care facilities can volunteer with the LTCO program by calling 800-372-2991.

#### Helpful Web sites

For additional information on long-term care facilities check out the following Web sites.

- For comparative information on nursing homes and to see inspection results go to [www.medicare.gov](http://www.medicare.gov) (click the Nursing Home Compare link on the home page).
- For information about long-term care ombudsman programs go to [www.ltcombudsman.org](http://www.ltcombudsman.org)

### CHFS Health Tip of the Week: Aphasia is life altering

By Anne Parr, R.N.

Aphasia is a communication impairment that is usually the result of a stroke or other brain injury. It affects the ability both to express oneself through speech, gestures and writing and to understand the speech, gestures and writing of others. Aphasia changes the way in which we communicate with those people most important to us -- family, friends and co-workers.



According to the National Aphasia Foundation, more than 1 million Americans have acquired aphasia – a greater number of people than have cerebral palsy, multiple sclerosis, Parkinson's disease or muscular dystrophy. Approximately 20 percent of the 600,000 Americans who suffer strokes each year will acquire aphasia.



The impact of aphasia on relationships can be profound. No two people with aphasia are alike with respect to severity, former speech and language skills or personality. However, in all cases it is essential for the person to communicate as successfully as possible from the very beginning of the recovery process.

Learn more about communicating with a person who has aphasia from the National Aphasia Foundation's Web site at [www.aphasia.org](http://www.aphasia.org).

#### **Ten-Ure Conference 2005: New officers, representatives chosen**

The Kentucky Ten-Ure Employee Organization held it's 54th annual conference May 18-20 at the Executive Inn West in Louisville.

CHFS Secretary James W. Holsinger and Department for Community Based Services Commissioner Mike Robinson presented Ten-Ure service awards to members with 10, 15, 20, 25, 30 and 35 years of service.

The 2005-2006 Haynes Bruce 110 Percent Award was presented to Gary Brooks of the Purchase Service Region.

The Jill Day Retiree Award was presented to Ed Weis.

#### **Ten-Ure Officers for 2005-2006 are:**

- President: Gary Brooks
- President-elect: Teresa Proffitt
- Past President: Karen Barnette
- Vice President: Pamela Waldrige
- Recording Secretary: Phyllis Slusher
- Executive Secretary: Ed Weis
- Treasurer: Martha Colley

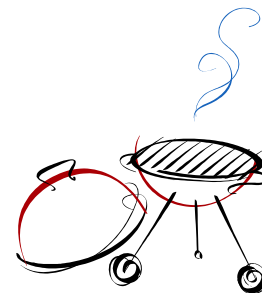
#### **Area Representatives include:**

- Area I – Peggy Meriedeth
- Area II – Mary Allender
- Area III – Sandra Rollins
- Area IV – Leo Dontchos and Sandra Watson
- Area V – Sheldon Lightsy
- Area VI – Missy Mollot
- Area VII – Vanessa Morgan
- Area VIII – Julia Howe
- Area IX – David Jackson, Kathy Branham and Daniel Adams
- Retirees – Floyd Day, Debbie Hammonds and Paula Caldwell

The 2006 Ten-Ure conference will be held in Owensboro.

#### **Discount tickets available Monday for Celebration of Success cookout**

As part of the Get Moving CHFS! Celebration of Success to commemorate the end of our shared journey toward better health (and, we hope, the beginning of your own long-term, sustained health and wellness journey) the Worksite Health and Wellness Committee will host a cookout June 9 on the CHR Building grounds.



Discount tickets for the cookout can be purchased from Get Moving! team captains for \$4 beginning Monday, June 6. The cost increases to \$6 per person the day of the cookout.

When purchasing your cookout tickets, please specify your entrée preference from the following:

- grilled chicken
- turkey dog
- garden burger or
- hamburger

The cookout menu also includes baked beans, cole slaw, fruit and a beverage.

Let your team captain know as soon as possible if you want to make a reservation for the cookout and indicate your entrée preference. Captains will purchase discount cookout tickets for their teams at a meeting 2 p.m. Monday, June 6.

#### **Don't forget to complete the Get Moving CHFS! participant survey**

The link below can be used to access the survey site. Once there, choose the "Respond to this Survey" button at the top left of the page. After completing the survey, choose the "Save and Close" button, also at the top left of the page, to record your responses.



The information you provide can assist in development of future programs and initiatives. Your thoughts and ideas are important to CHFS.

Take the survey by visiting the following Web site:  
<http://oit.chfsnet.ky.gov/sites/Wellness/Survey/Lists/Get%20Moving%20CHFS%20Survey/overview.aspx>





### **Wellness Wednesday Lunch and Learn: Preventive Health**

Next week's Lunch and Learn session features invasive cardiologist Dr. Mukul Chandra, assistant professor of medicine at the University of Louisville and member of the Louisville Veteran's Hospital staff. Dr. Chandra will speak at noon on Wednesday, June 8 in the cafeteria.



Chandra has a versatile background in cardiac surgery and aspects of cardiovascular research. He will lead a session on preventive health measures we can incorporate into our lives to help us stay healthier longer.

Department of Human Support Services Commissioner Marla Montell is a long-time friend of Chandra and said she is delighted he agreed to accept the workplace wellness committee's invitation to lead a Lunch and Learn Session.

"Dr. Chandra is very passionate concerning his work and very patient oriented," Montell said. "For everyone with health questions they may have wanted to ask, this Lunch and Learn session will be the time to ask."

### **Cradle to College wins nationally prestigious grant**

*State Treasurer and Secretary of State's Initiative to Net Up to \$100K*

On June 1, State Treasurer Jonathan Miller and Secretary of State Trey Grayson announced that their Cradle to College Commission has been awarded a grant, worth up to \$100,000, from the Saving for Education, Entrepreneurship, and Downpayment (SEED) Policy and Practice Initiative. The grant gives the commission \$20,000 per year for up to five years and provides assistance from CFED, a nonprofit, nonpartisan organization that works to expand economic opportunity.

Nearly a year ago, Secretary Grayson and Treasurer Miller introduced the Cradle to College Commission to examine a new financial aid proposal-to provide children born in Kentucky with a college savings account soon after their birth. These accounts will be funded to meet at least a community or technical college education. In exchange, every high school senior who wishes to cash in his or her account to attend college would provide community or military service in Kentucky. There will be incentives for those who stay to pursue their careers in Kentucky, particularly in lower-paying, but socially-beneficial

professions such as teaching, law enforcement, and social work.

Treasurer Miller stated, "We have been trying to come up with some creative ways of ensuring that every Kentucky family has the opportunity to pursue higher education. Winning this grant is a strong signal that we are on the right track toward making the dream of a college education a reality for all of Kentucky's children."

"The SEED Initiative's selection of the Cradle to College Commission adds greater credence and support to this bipartisan effort for Kentucky families and students," said Secretary Grayson. "It is our hope, through the support of this grant, that we can develop a model that will benefit students not only in Kentucky but across the nation."

The SEED Policy and Practice Initiative is a multi-year national initiative to develop, test and impel matched savings accounts and financial education for children and youth. SEED is a partnership of the Aspen Institute Initiative for Financial Security, the Center for Social Development of Washington University, CFED, the New America Foundation, and the University of Kansas School of Social Welfare. It is funded by a number of national foundations including the Charles and Helen Schwab Foundation, Citigroup Foundation, the Ford Foundation, MetLife Foundation, and the Richard and Rhoda Goldman Fund.

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### **FY Travel close-out June 30**

Travel vouchers for this fiscal year must be processed by the close of business on June 30.

Employees are asked to end their travel vouchers on June 15 and submit for payment by the close of business on June 20.

Out-of-state expenses should always be submitted on a separate voucher after a trip is completed.

If you have questions, please feel free to contact Louella Williamson at (502) 564-2246.





## Employee Enrichment



By Anya Armes Weber

*Employee Enrichment is a weekly feature for CHFS staff. These tips for making work better focus on team building, customer service and personal development.*

It's natural to feel somewhat negative about at least one aspect of your job. But letting those negative feelings show too much on the job can have harmful effects on your career, warns business communications trainer and author Barbara Pachter.

Pachter, author of "When the Little Things Count ... and They Always Count," says many people don't realize that they have a pessimistic communication style and are viewed as negative by others.

She recommends eight steps toward becoming a more positive professional.

1. **Avoid downbeat topics.** Don't discuss negative things. Learn from your mistakes, accept your limitations and move on.
2. **Stop complaining.** Complaining is draining. If you have an issue with someone, talk to him or her and try to resolve the issue. Plus, by making a habit of complaining, people may start wondering what negative things you are saying about them to others.
3. **Disagree agreeably.** If you say, "You're wrong" or "You blew it," you're usually perceived as attacking others, even if you're right. Instead say, "I see it differently" or "I disagree." These statements are respectful, not dismissive of others.
4. **Remind yourself to be positive.** One man with pessimistic qualities put up a small sign by his desk with the initials KIP -- Keep It Positive.
5. **Correct others only when necessary.** If the issue is not crucial, why say anything? You may come across as someone who finds fault with or likes to make others appear wrong if you correct others too often.
6. **Word things positively.** One manager said, "I don't want my people viewed as unprofessional or incompetent." Another put it this way: "I want my people viewed as professional and competent." Which would you rather hear? The positive spin, of course.
7. **Avoid using the word "but."** "But" can negate what comes before it. If someone says, "I agree, but ..." or "You did a nice job, but...", you are waiting for the bad news. Use the word "and." You did a nice job, and when you do your next project, you might want to include ...
8. **Keep your nonverbal communication upbeat.** Have a pleasant facial expression -- no stern expressions,

frowns or stares of gloom as you go about your day. Be aware of the tone of your voice.

Pachter says if you don't feel like a naturally positive person, don't worry. "It's OK to fake it until you feel it," she said. Simply start acting positive and spend time with upbeat people. You'll become more positive over time.